

## EDD COMPLAINTS FROM CALIFORNIANS ON SOCIAL MEDIA



Help!

My husband just filed for unemployment: he had to get online with ID me agent because they could not verify his identity. We al were finally able to get a rep on a video chat who confirmed everything. Filed EDD claim and got a letter requesting more info to confirm identity. We submitted DL, Bank Statement with address and W2. Just checked status and now disqualified!!! What do we do now??? How long will it take to get this resolved?

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I have my appeal hearing on Tuesday but with my notification for it they sent me a notice asking for my identification documents. Verification of these documents may eliminate the need for a hearing. I sent them by priority mail and I haven't received any indication on what the status is. I'm not sure what to expect from this point

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How long does it take for ID.me to verify your identity? I answered the questions asked, but they said they couldn't verify it and said I said to do a video call with a "trusted referee." I uploaded my IDs and then waited... and waited... and waited... for over 40 minutes while the screen said they were "getting ready to review my documents." I had to give up and save to come back later. They sent me a link to do that, but it doesn't sound like they'll review my ID material in the interim. How long does this process usually take? The ID.me website advertised "get your identity verified in 15 minutes" but LOL that was a lie. Thanks in advance for any guidance anyone has!

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**John Taylor**

My claim ended and I'm trying to start a new one. I cannot get through the ID Me process! I send all my ID info, license, do a face scan, send SS number and the last process says cannot verify my ID through my cell number. I use Tracfone and they do not have my address. I have sent numerous emails to ID Me and they keep saying they are working on it and will get back to me but it's been days.

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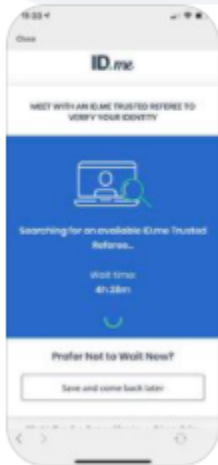
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**James Thompson**

Is there any other way to verify identify? I have been trying every day and get this long wait

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**James Thompson**

I have a question about ID.me. My Fed-Ed extension is now over and it's been more than a year since my initial UI claim was filed. I got a message saying I need to file a new UI claim. When I started to file I was directed to ID.me to verify my identity. I got all the way through it and got a screen to verify my information before submitting. Even though I entered my personal information correctly, on the verification page my name had just a few letters in each field. You can't edit that portion of the verification. I completed the ID.me 3 times and got the same error each time. No one from the help desk has returned my call/message. Any suggestions on how to resolve this and get my name correct on the verification page (all other fields are fine). Thank you!

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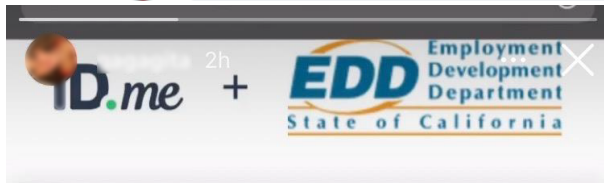
How long does this process take? ...

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So I submitted documents Sunday 11/15/20 and I had a video call yesterday (Wednesday 11/18/20). I am verified but I am now having trouble with claim process on EDD website. It keeps telling to verify my ID.

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MEET WITH AN ID.ME TRUSTED REFEREE TO VERIFY YOUR IDENTITY



Anna Alvarado ► California EDD Problems and Solutions

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Can anyone help ID Me has had me on hold for 10 hrs is there any other way to do it ??

